

# ◀ OR SIG Bulletin ▶

August 1998



## Steering Committee

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Tim Quinn  
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Thomas Rotella  
DOE/DP

Robert (Bob) Seal  
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## COUNTDOWN:

### HP-3000 Shutdown Scheduled for September



In September 1998, the ORPS HP-3000 computer is scheduled to be permanently removed from service. At that time, all remaining functions will be integrated into the ORPS Graphical User Interface (GUI). These functions include the new ORPS Data Entry Program and the ORPS Manager Options, as well as advanced SQL searching capabilities to replace the existing HP-3000 Visimage software.

Prior to the shutdown of the HP-3000 computer, a playtime period will be offered to allow users time to familiarize themselves with the new ORPS Data Entry Program and ORPS Manager Options. A test data base will be available to allow actual occurrence report transmittal and approval while preventing real ORPS data from being changed during the playtime period.

The present schedule for total transition from the HP-3000 computer to the ORPS GUI follows. On Friday, September 25, 2100 EST, the entire ORPS system will be shutdown in preparation for the transition from the HP-3000 to the ORPS GUI internet-based system. Any draft occurrence reports not submitted by this time will have to be recreated using the ORPS GUI Data Entry Program when the system is put in service.

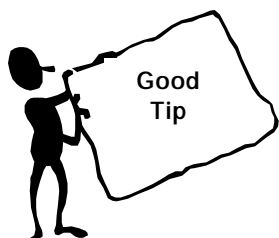
On Monday, September 28, 0600 EST, the new ORPS GUI system, including all ORPS data entry, approval, and search and report capabilities, will be put into full service. The HP-3000 will be permanently shutdown.

Be aware that all ORPS users should log on to the ORPS GUI data base, at least once, prior to the shutdown of the HP-3000 computer. Any user who has not logged on to the ORPS GUI prior to the shutdown of the HP-3000 will have to manually re-register to ORPS in order to access the ORPS GUI system. The first time a user logs on to the ORPS GUI, the computer validates and copies to the GUI system the user registration information that is stored on the HP-3000. From then on, the information is available

(continued on page 2)

## Items of Interest

|  |                    |  |    |
|--|--------------------|--|----|
| <i>HP-3000 Shutdown</i>                                    | 1-2                | <i>Quality in OR Nomination Form</i>                         | 7  |
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## Defining Corrective Actions in Final Reports

**D**efining and implementing corrective actions is essential to the effective resolution of reportable occurrences. Poorly defined actions result in repeat events, delays in implementation, increased costs, and customer dissatisfaction. Concerns associated with the Corrective Actions defined in a Final Report is a frequent area of rejection with Final Reports.

Corrective actions should be defined using information collected about the occurrence and the results of the analysis of the occurrence. The analysis should utilize information collected during the critique or investigation and should incorporate the significance of the occurrence, available resources, costs, causal factors, and associated activities. The results of the analysis are used to determine the specific actions needed to resolve the occurrence. The actions document the path from “*what is*” to “*what should be*.” They should be defined such that they will correct the effects of the occurrence, the causes of the occurrence, and will address the potential applicability to other organizations or operations.

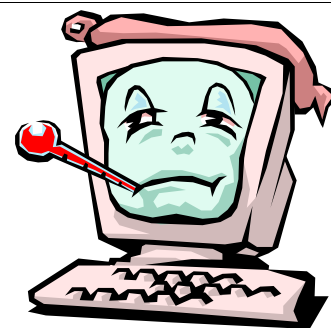
When preparing your Final Report, the following questions may be helpful in evaluating the Corrective Actions which are defined:

- Will the corrective action prevent recurrence?
- Do the corrective actions address all the causes?
- Does the corrective action support primary objectives or mission?
- Does the corrective action introduce new risks or cause detrimental effects?
- Are the assumed risks clearly stated?
- What are the consequences of implementing the corrective actions?
- What are the consequences of **not** implementing the corrective actions?
- Are the resources available for successful implementation and continued effectiveness of the corrective actions?
- What impact will the development and implementation of the corrective actions have on other work groups?
- Will training be required as part of the implementation?
- Is the time period for implementation reasonable?
- Is the implementation of the corrective actions measurable?



### New OR SIG Steering Committee Members Elected!

The OR SIG wishes to welcome the three (3) new Steering Committee members who were elected during the 1998 ORPS Workshop/OR SIG Spring Meeting. The following people were elected: **Karen Chandler**, Lawrence Livermore National Laboratory; **Glenn Morris**, DOE/OR; and **Tom Rotella**, DOE/DP. In addition, **Cynthia Eubanks**, Bechtel Jacobs, L.L.C., was elected Chair of the OR SIG Steering Committee.



### HP-3000 Shutdown Con't.

on the ORPS GUI system. Therefore, all users are encouraged to access the GUI now, at least once, in order to avoid delays later in gaining ORPS GUI access.

Look for more information on the upcoming playtime and other transition activities in the ORPS Bulletins at Internet address [http://tis.eh.doe.gov/web/oeaf/orps/orps\\_bull/orps\\_bull.html](http://tis.eh.doe.gov/web/oeaf/orps/orps_bull/orps_bull.html). In addition, more information will be disseminated via the OR SIG List-Server. To subscribe to the OR SIG ListServer, simply send an e-mail to the Internet address **major-domo@ornl.gov** with “subscribe ORSIG” in the body of the message (without the quotes). Once your subscription has been received, you will receive a “welcome message” that details how you can post messages, send file attachments, unsubscribe, etc.





## OR SIG ANNOUNCES 1998 FALL MEETING PLANS!!!!



On November 16-19, 1998, the OR SIG will hold its first standalone Fall Meeting at the Energy Training Complex (ETC) in Albuquerque, New Mexico. During the 3-1/2 day meeting, participants will have the opportunity to attend ORPS computer training, OR SIG Task Team meetings, and a hands-on workshop, in addition to attending the one day general meeting comprised of panel discussions and presentations covering a variety of occurrence reporting related issues.

Registration is required and the ORPS computer training classes will be filled on a first-come, first-served basis. Information on the OR SIG Fall Meeting (including an online registration form) can be found on the OR SIG Home Page at <http://www.ora.gov/or/fallmtg98/index.html>. If you have any questions about the 1998 OR SIG Fall Meeting, contact Leesa Arowood at (423)576-0595, Internet Address [arowoodl@ora.gov](mailto:arowoodl@ora.gov) or Julie Malicoat at (423)576-9952 or Internet Address [malicoaj@ora.gov](mailto:malicoaj@ora.gov).

| <b><u>Monday, November 16, 1998</u></b>  |  |                    |
|--|--|--------------------|
| 7:45-8:00 a.m.                           | Registration   | Outside Acoma Room |
| 8:00-11:30 a.m.                          | ORPS GUI Data Entry Program Computer Training                | Cibola Room        |
| 11:30-1:00 p.m.                          | <b>LUNCH (on your own)</b>                                   |                    |
| 1:00-5:00 p.m.                           | ORPS GUI Basic Search & Reports Techniques Computer Training | Cibola Room        |
| 1:00-5:00 p.m.                           | Users' Group Task Team Meeting                               | Nambe Room         |
| <b><u>Tuesday, November 17, 1998</u></b> |  |                    |
| 7:45-8:00 a.m.                           | Registration   | Outside Acoma Room |
| 8:00-9:45 a.m.                           | Lessons Learned Task Team Meeting                            | Pecos Room         |
| 8:00-11:30 a.m.                          | Policy Task Team Meeting                                     | Nambe Room         |
| 8:00-9:30 a.m.                           | ORPS GUI FM, FR, and PM Functions Computer Training          | Cibola Room        |
| 9:45-10:00 a.m.                          | <b>BREAK</b>   |                    |
| 10:00-11:30 a.m.                         | ORPS Computer Training (Class to be determined)              | Cibola Room        |
| 10:00-11:30 a.m.                         | Training Task Team Meeting                                   | Pecos Room         |
| 11:30-1:00 p.m.                          | <b>LUNCH (on your own)</b>                                   |                    |
| 1:00-5:00 p.m.                           | Facility Representative Task Team Meeting                    | Pecos Room         |
| 1:00-5:00 p.m.                           | Trending Task Team Meeting                                   | Nambe Room         |
| 1:00-5:00 p.m.                           | ORPS GUI Data Entry Computer Training                        | Cibola Room        |



# 1998 OR SIG Fall Meeting Con't.



| Wednesday, November 18, 1998 – GENERAL SESSION |  | Acoma/Isleta/Cochiti Rooms                                      |
|--|--|---|
| 7:45-8:00 a.m.                                 | Registration   | Outside Acoma Room  |
| 8:00-8:10 a.m.                                 | Opening Remarks/Welcome  | Cynthia Eubanks, OR SIG Chair<br>Bechtel-Jacobs Company, L.L.C. |
| 8:10-8:20 a.m.                                 | DOE/AL Welcome   | DOE/AL  |
| 8:20-9:00 a.m.                                 | EH-33 Update   | Tom Rollow, DOE/EH-33   |
| 9:00-10:00 a.m.                                | OR SIG Task Team Updates   | OR SIG Task Team Leads  |
| 10:00-10:15 a.m.                               | <b>BREAK</b>   |   |
| 10:15-10:45 a.m.                               | Use of the OR Pop-Up Menu<br>(Presentation and Question/Answer Session)                                | Tom Rotella, DOE/DP-45  |
| 10:45-12:00 p.m.                               | ORPS and External Regulation Panel Discussion  | TBD   |
| 12:00 – 1:30 p.m.                              | <b>LUNCH (on your own)</b>   |   |
| 1:30-2:15 p.m.                                 | Lessons Learned from Incident Investigations   | Bob Seal, DOE/ID  |
| 2:15-3:15 p.m.                                 | Emergency Management Presentation<br>Emergency Action Levels (EALs)                                    | DOE/NN-61   |
| 3:15-3:30 p.m.                                 | <b>BREAK</b>   |   |
| 3:30-4:30 p.m.                                 | Root Cause Analysis – Initiatives to Improve<br>-Panel Discussion & Question/Answer Session            | TBD   |
| 4:30-5:00 p.m.                                 | <b>Meeting Wrap-Up/Participant Feedback</b>  |   |
| Thursday, November 19, 1998                    |  |   |
| 8:00-12:00 p.m.                                | Integration of Operational Emergency into DOE Order<br>232.1A Workshop (Emergency Management Training) | DOE/NN-61<br>Nambe Room   |
| 8:00-12:00 p.m.                                | OR SIG Steering Committee and Task Team Leads Meeting  | Pecos Room  |
| 12:00 p.m.                                     | <b>OR SIG Fall Meeting Ends</b>  |   |



## *1998 ORPS Workshop/ OR SIG Spring Meeting*



The 1998 ORPS Workshop/TRADE OR SIG Spring Meeting was held May 4-7, 1998, at the Savannah River Site (SRS) Training Center in Aiken, South Carolina. **Dan Connell**, former Occurrence Reporting Special Interest Group (OR SIG) Chair, opened the Workshop/Meeting and welcomed attendees. Mr. Connell also introduced the nominees for the OR SIG Steering Committee. **Dick Tansky**, Site Training Manager, also welcomed workshop/meeting attendees to the Aiken/Augusta area, and gave an Evacuation/Safety Orientation of the SRS Training Center. 145 persons attended the 1998 ORPS Users' Workshop/OR SIG Spring Meeting. The list of attendees can be found on the OR SIG HomePage at Internet address <http://www.ornl.gov/or/spring98.htm>.

**Tom Rollow**, Director, Office of Operating Experience Analysis and Feedback, presented an update on DOE/EH-33 activities titled "A Look to the Future." Mr. Rollow spoke about the challenges that system users' face today, which is that the quantity of data available (through ORPS, CAIRS, REMS, Contractor self-assessment, oversight reviews, contract performance measures, accident investigations, ORRs, etc.) is more than our ability to provide insightful analysis and impairs our ability to make truly informed decisions. He spoke of the many successes of today's systems to include: extensive analysis of ORPS; the fact that radiation events are trended; ORR results; accident investigations; oversight targeted reviews; and others.

Mr. Rollow discussed some visions for the future. First, he discussed an interim feedback and improvement system which could be a textual database. While this system would provide a powerful search tool, it could be fairly labor intensive. He then presented the ideal feedback and improvement system which would be the integration of many systems to include self-assessment reports, event reports (ORPS), contract performance measures, ORRs, accident investigations, oversight reviews, OSH data (CAIRS), and medical surveillances. These systems would be integrated via a strict format into one database which could then provide pushed reports, issue reports, and offer user defined/search reports.

Lastly, Mr. Rollow spoke about the many short term gains on the way. These include the ORPS short form; easier data searches; more consistent and easier to read ORPS reports; push reports (ORPS); significance levels; and others. The Department of Energy Standards Committee will be addressing many of these issues in the near future. Ideas are welcome and should be forwarded to Tom Rollow, EH-33, [tom.rollow@eh.doe.gov](mailto:tom.rollow@eh.doe.gov), phone 202-586-7449.

The *K-25 Incident Video*, was presented by **Cynthia Eubanks**, Bechtel Jacobs, L.L.C. (formerly of Lockheed Martin Energy Systems). In February, 1997, a welder at the East Tennessee Technology Park (ETTP) in Oak Ridge was fatally burned when his anti-contamination clothing caught fire. Results of the investigation revealed several lessons learned related to safe work practices that contributed to this incident. As part of their commitment to communicate the lessons learned from this incident across the DOE complex, in hopes that similar incidents can be prevented in the future, Lockheed Martin Energy Systems produced a lessons learned video. This video included a compilation of comments from friends, co-workers, and family to help viewers feel the pain that is experienced when a worker is fatally injured due to unsafe work practices.

A framed Certificate of Appreciation was given to outgoing OR SIG Steering Committee member **Kim Wilson**, WVNS. Although Kim leaves the OR SIG Steering Committee, she has assumed the Lead of the Users' Group Task Team. A plaque was presented to **Dan Connell**, FluorDaniel Hanford, in appreciation for his leadership as the OR SIG Chair since the SIG's inception in 1992.

A special thanks goes to **Bob Steitler**, WSRC, and the **Savannah River Site Training Center Staff** for all their hard work and long hours in handling the workshop/meeting site logistics.



## *The Chair's Corner...*

*by Cynthia Eubanks*

Dear OR SIG Members,

"We've always done it this way" — a comment that I've heard a lot recently. There are a lot of changes that are happening — new OR SIG Steering Committee Members, new OR SIG Task Team Leads, and formation of a new OR SIG Task Team. There will soon be a lot of changes within the Occurrence Reporting Program. In September, we will change the system through which we report our occurrences (the HP will be going away). We will also be changing the way we report (short-form reporting). There is more emphasis on the accuracy and completeness of the reports we file, and much more emphasis on using the information to improve our operations and reduce the likelihood for similar incidents.

Change is never easy, and it never ends. While we have all found lots of things we didn't like about the current ORPS system, the new system will cause us to learn a different way of doing our jobs. Things we did in the past won't work like they used to; some things we used to do won't even be there anymore. And there will be new things that "will help us!!" It is important for us to remember that by working together we can ensure the success of these changes.

***"Change is never easy, and it never ends."***

The OR SIG can help provide a forum for discussing areas associated with changes to ORPS and the Occurrence Reporting requirements. I encourage all of you to become involved in one of the task teams, or to attend the 1998 OR SIG Fall Meeting to learn more about these changes. This is a great time to learn from others and to provide your input into future changes.

Lastly, I would like to thank Dan Connell for **all** of the effort and support he has expended over the past years leading the OR SIG. Many of the changes that we are seeing within the Occurrence Reporting Program were initiated within the OR SIG under Dan's leadership. Thanks also to those Steering Committee members whose terms expired recently — Kim Wilson and Rick Goodell.

I hope to see many of you in Albuquerque at the OR SIG Fall Meeting. If you have any questions about the meeting or topics to be discussed, contact Leesa Arowood or one of the Steering Committee Members or Task Team Leads.



## TASK TEAM UPDATES



### LESSONS LEARNED TASK

**TEAM** — The Lessons Learned (LL) Task Team met during the 1998 ORPS Users' Workshop/OR SIG Spring Meeting held at the Savannah River Site the week of May 4, 1998. Most attendees were new to the team and volunteered to participate in LL Task Team projects. The LL Task Team had recently completed several tasks that produced a benefit to the overall process of occurrence reporting and was now looking for new tasks to continue the improvement process.

Discussions included the benefit of maintaining a team due to the existence of the complex-wide lessons learned organization Society for Effective Lessons Learned Sharing (SELLS). It was concluded that the Occurrence Reporting LL Task Team should maintain a specific point of view associated with occurrence reporting, although SELLS can offer generic improvements in the lessons learned area. Several good recommendations were identified and prioritized in order as follows:

1. Analyze quality of the lessons learned block on final reports.
2. Review Enforcement Actions and Enforcement Letters for examples of their review of lessons learned utilization.
3. Evaluate the development of a checklist for use in reviewing a LL block on an occurrence report. (Use guidance; results of analysis; PAAA/Enforcement information).
4. Develop guidance for tying corrective actions to lessons

The **Quality in Occurrence Reporting Award** will be presented at the 1998 OR SIG Fall Meeting in November based on nominations from OR SIG Members. The recipient will be determined by the OR SIG Steering Committee. The enclosed nomination form is to be used. Listed below is the criteria a person must meet before becoming eligible for nomination.

**Criteria:** This award is based on outstanding service to occurrence reporting (at their specific site) and to the OR SIG (total of 50%), sharing useful occurrence reporting information across the DOE complex (25%), and presenting on occurrence reporting topics at OR SIG meetings (25%).

**Eligibility:** The award will go to an individual who is an OR SIG member and a DOE or DOE contractor employee. Current OR SIG Steering Committee Members are not eligible for nomination.

**Nomination:** Any OR SIG member may nominate an eligible candidate or themselves using the nomination form on this page.

**Selection:** The candidate will be selected by the OR SIG Steering Committee from the list of nominations.

**Frequency:** The award will be made at the OR SIG Fall Meeting at the discretion of the Steering Committee, based on review of the nominations received.

**Type of Award:** Engraved plaque.



## *OR SIG Nomination Form for the QUALITY IN OCCURRENCE REPORTING AWARD*

I nominate the following person for the Quality in Occurrence Reporting Award:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

This nominee has given outstanding service to occurrence reporting (at their site) and to the OR SIG in the following ways (total of 50%):

Service to occurrence reporting at their site (25%):

\_\_\_\_\_  
\_\_\_\_\_

Service to the OR SIG (25%):

\_\_\_\_\_  
\_\_\_\_\_

This person has shared useful occurrence reporting information across the DOE complex in the following ways (25%):

\_\_\_\_\_  
\_\_\_\_\_

This person has presented the following topics at OR SIG meetings (25%):

\_\_\_\_\_  
\_\_\_\_\_

This person is a DOE or a DOE Contractor employee? Yes \_\_\_\_ No \_\_\_\_

This person is an OR SIG member? Yes \_\_\_\_ No \_\_\_\_ Not Sure \_\_\_\_

Nominated by:

Name: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Organization: \_\_\_\_\_

\_\_\_\_\_





## 1999 DOE Operating Experience Data Analysis Forum January 26-28, 1999 Las Vegas, Nevada

### CALL FOR PAPERS

The Department of Energy (DOE) Office of Operating Experience Analysis and Feedback (EH-33) will sponsor a three-day Data Analysis Forum to be held January 26-28, 1999, in Las Vegas, Nevada at the St. Tropez Hotel.

DOE, DOE contractor personnel, and other federal agencies and contractors who gather, analyze, report and/or use operational data in their work for the Federal Government should attend this meeting.

The Data Analysis Forum will be an information sharing event. It will cover new and innovative tools and techniques to enhance both the efficiency and effectiveness by which DOE operational data is gathered, analyzed, and reported to managers. The objectives of the forum are to:

- Discuss the attributes and limitations of Departmental data sources;
- Present the application of tools and techniques used to collect, validate, analyze, and present DOE operational data; and
- Promote the utilization of standard and innovative methods for data analysis to better evaluate DOE operational data.

A Call for Papers is currently being issued. Suggested topics are broken down into three (3) major topical areas: Data Collection – Overview of Department-wide Data Sources; Analyzing the Data; and Presenting the Data. Information can be presented in one of three ways at the 1999 Data Analysis Forum: making a stand-alone presentation; being a member of a panel or facilitated discussion; or by providing a TRADEing POST Display. Additional information on submitting a paper can be found on the OEAF Web Page at Internet Address <http://tis.eh.doe.gov/web/oeaf/> under the heading "1999 DOE Operating Experience Data Analysis Forum." This information can also be found on the OR SIG Home Page at Internet Address <http://www.ora.gov/or/> under the heading "Upcoming Meetings and Events." The deadline for submitting proposals is **October 14, 1998**.

For more information on the 1999 DOE Operating Experience Data Analysis Forum, please contact one of the following:

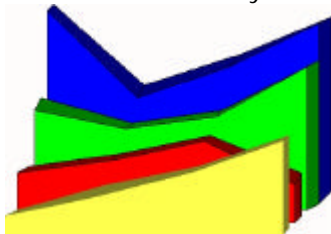
#### Technical Program Contact:

Richard Day, DOE/EH-33, 301-903-8371, [richard.day@eh.doe.gov](mailto:richard.day@eh.doe.gov)

#### Information:

Leesa Arowood, ORISE, 423-576-0595, [arowoodl@ora.gov](mailto:arowoodl@ora.gov)

Will Artley, ORISE, 901-373-7493, [artleyw@ora.gov](mailto:artleyw@ora.gov)



**DOE Operating  
Experience Analysis  
Safety Management Through Analysis**

### TASK TEAM UPDATES

#### Lessons Learned Task Team

**Con't.** —Other potential items that were suggested that may require further evaluation or action include:

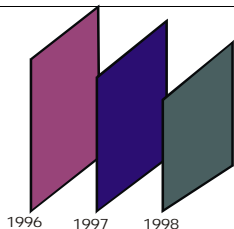
1. Interfacing with the Topical Committee in the Technical Standards Committee (who is developing a complex-wide lessons learned program) associated with LL for awareness, ideas for improvement and implementation.
2. Evaluating activities conducted by NRC and INPO in the LL area.
3. Increasing awareness of the significance of good implementation of occurrence reporting lessons learned including identification by organizations such as the Defense Nuclear Facility Safety Board (DNFSB).
4. Determining how to advertise/use web page(s).

The Task Team also agreed to identify a Task Team Lead (Editors Note: recently assumed by Dennis Lowry, DynMcDermott Petroleum Operations Company, Inc.) and request more Task Team membership.

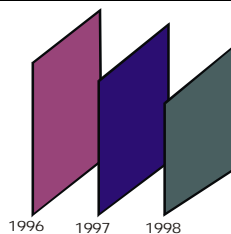
**POLICY TASK TEAM** — The Policy Task Team met during the OR SIG Spring Meeting. There was discussion on a couple of items that should be of interest to all of us who are involved in occurrence reporting:

- a) Lessons Learned: To enhance the tie between occurrence reporting and lessons learned, the task team will make available on a daily basis a listing of the review of occurrence reports that Tom Rotella, DOE/DP does each day. DP-45 bins each new occurrence report into topics and also assigns a significance of the event. This provides a way to look at new reports from across the complex and review them for possible lessons learned. Tom will be asked to add all





## TRENDING TASK TEAM UPDATE



**Trending Task Team** – The Trending Task Team met on May 6, 1998, as part of activities associated with the ORPS Users' Workshop and TRADE OR SIG Meeting held at the Savannah River Site. There were 16 people present (nine contractors, seven DOE). Following are the highlights from that meeting.

- 1) EH-33 is currently posting the Trending and Analysis Primer on the EH-33 web homepage. The exact date of availability is still unknown. (Editor's Note: The Primer is now available within the Occurrence Reporting Program web pages at <http://tis.eh.doe.gov/oeaf/orps/primer.html>).
- 2) A DOE-wide "Analysis Workshop" is being planned by EH-33 for early FY99 in Las Vegas. The theme of the workshop is the generation and use of analytical data emphasizing safety data obtained through CAIRS, ORPS, REMS, Environmental Compliance Tracking Systems, etc. Specific workshop topics will be a) data sources/data gathering, b) analysis methods, and c) presentation and reporting of analysis results. Richard Day (EH-33) will distribute a call for presentations in the near future. (Editors Note: The Operating Experience Data Analysis Forum will be held January 26-28, 1999 in Las Vegas, Nevada. See article on page 8 for more information).
- 3) In October 1995, the Task Team published a two volume set of "Trending and Analysis Reports From Across the DOE Complex". At this meeting, the team decided that it would be worthwhile to gather similar information once again. The Task Team lead will issue a request through the OR SIG List Server for current Trending and Analysis Reports.
- 4) Two agenda items that were discussed at the last meeting were closed for now.
  - o Normalization - all team members agreed that currently the only normalization information available is the manhours data from CAIRS. Because no one had knowledge of other information available for normalization of trending data, this item was closed.
  - o Peer Grouping - all members agreed that no good data was available to conduct peer grouping (grouping by size, population, hazard type, etc.). It was noted that EH-2 provides a list of ES&H site profiles (<http://tis.eh.doe.gov/web/eh2/profiles/profiles.html>) for use in possibly determining like sites. However, it was also pointed out that the most profitable use of trending data is in comparing one site, facility, etc. against itself over time and not in comparing similar sites, facilities, etc. This item was closed.
- 5) A couple of new items related to trending and analysis were discussed at the meeting.
  - o How does the trending and analysis of ORPS data fit within the framework of the Integrated Safety Management System (ISMS)?
  - o How will the proposed "pop-up" menus in ORPS help in the trending and analysis of ORPS data?

These items will be discussed at future meetings/conference calls.

### POLICY TASK TEAM CON'T.

Contact currently identified on the OR SIG Home Page (<http://www.ora.gov/tmsd/trade/signifo/or/orpoc.htm>) to the distribution list. If you would like to be included, please send Bob Steitler, Policy Task Team Lead, an e-mail ([robert.steitler@srs.gov](mailto:robert.steitler@srs.gov)). Likewise, if you don't want to receive this extra daily information, send him a note so that your name can be deleted from the list.

b) A process for getting a resolution to either a policy or criteria issue associated with 232.1A was discussed. The task team has been off to a rocky start in getting issues resolved in a timely fashion. Hopefully, this will get better. Listed below is the process that the Task Team will be using:

1. If you need help with a policy or criteria issue associated with 232.1A, contact Bob Steitler or Jeannie Boyle, ORPS Program Manager, with this information. The policy/criteria issues are resolved together by HQ, Field, and contractor.
2. A leader will be identified to help coordinate the resolution of the issue.
3. A note will be posted via the OR SIG List Server giving a brief description of the issue, along with the time, the leader, and the phone number for a conference call. Please feel free to help, either by participating in the call or providing your input to the leader.





## People Behind the Scenes

Warren Petersen is an unsung hero to many ORPS users, who have needed urgent (and even not so urgent) assistance or guidance, even including the HQ Occurrence Reporting Program Manager. Warren is responsible for troubleshooting the ORPS HP and GUI systems and

providing telephone "hot line" problem solving for the 5,000+ users throughout the DOE community. Over the years, Warren has proven himself to be invaluable during times of stress, when you feel like just throwing your hands up in the air and saying, "That's it, I quit!" We all know Warren as that calm, cool voice at the other end of the telephone line, who will make everything better for us.

Warren has been involved in the development, analysis, and redesign of advanced database and communications software tools. He has had many years of computer experience, beginning with his military years at Andrews Air Force Base, where he was a Plans and Requirements Analyst from 1985 to 1988 and then a Deputy Director of the Systems User Support Division until 1990. From there he went to work for EG&G Idaho, Inc., where he became a Subcontract Administrator for ADPE Acquisitions until 1993. He then worked for Lockheed-Martin Idaho Technologies, Inc. as an Engineer until 1996 when he joined SCIENTECH, Inc.

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**Warren Peterson**  
**SCIENTECH**  
é

Because Warren is the type of person he is (and since he probably needs some sort of outlet after he gets off work at night and doesn't want to go home and yell at his sons or kick the dog), he is involved in many outside activities. He is active as a Captain in the USAF Inactive Reserves, a Committee Member of Ducks Unlimited in the Idaho Falls Chapter, Committee Chairman of Boy Scouts of America, and a YMCA Youth Coach. It is wonderful to see someone so actively involved in his or her community.

We thank Warren for his continuous, unwavering service to the DOE community. His attitude, knowledge, and assistance (not to mention his wonderful, outgoing personality) are very much appreciated by all of us. Thanks, Warren!



There are many contractors, operations office and headquarters program office personnel behind the scenes of an occurrence reporting program. Many of these people are quietly making large contributions to their respective programs and/or to OR SIG and other occurrence reporting activities. The SIG would like to recognize some of these individuals in our "People Behind the Scenes" section of the OR SIG Bulletin. If you would like to recommend someone whom you think deserves recognition, please send a paragraph or two to Leesa Arowood, OR SIG Coordinator, at "arowoodl@rau.gov", or FAX (423) 241-4380.

## POLICY TASK TEAM UPDATE CON'T.

4. The leader of the conference call will determine if additional calls are needed to develop a consensus. The goal is to determine if the issue requires an interpretation or if this is a policy or criteria issue to be addressed in a future revision to the order.
5. The draft interpretation or policy/criteria issue will be provided to DOE-HQ.
6. The draft interpretation will be posted on the OR SIG home page. Policy/criteria issues will be tracked.
7. Once DOE-HQ has approved the interpretation, it will be moved from the OR SIG home page to the EH-33 home page.
8. If appropriate, when a page change or revision to the order is made and the policy/criteria changes, the DOE approved interpretations will be included in the new order.

**Training Task Team** – The Training Task Team will be working to develop and distribute a survey to the OR SIG ListServer recipients asking what is wanted/needed in the area of training. The team discussed whether the mission of the Task Team should be "training" or "product development." To date, the task team has been more focused on product development.

The task team also plans to update previous products and develop the Categorization and Critique Lesson Plans as new OR SIG products. They also discussed whether the SIG needs to offer training at our workshop meetings; if so, who should be offering the training, and whether "trainers" should be targeted in future advertisements of ORPS/OR SIG Workshops/Meetings. Lastly, they agreed that the certification process for trainers would be put on hold for now.



## Normalization

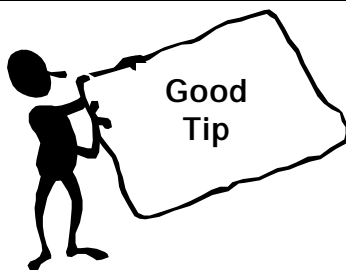
For approximately two years, the OR SIG Trending Task Team has been discussing and researching information related to normalization of occurrence data.

Normalization is defined as "the process of dividing the output of a process by the input to obtain a measure which can be compared in a meaningful way for different processes." Normalizing adjusts data to allow comparisons using a reference or standard. This allows the comparison of "apples to apples" by changing raw counts of data to rates based on the chosen reference or standard.

The best (and only) readily available source of normalization data that has been identified for use in normalizing occurrence information is the man-hour data that is collected and reported in the DOE Computerized Accident/ Incident Reporting System (CAIRS). Manhour data is especially useful as a normalizer when comparing occurrence information from facilities or sites of difference sizes or within sites that may have been downsizing for some period of time. Examples of normalized data might be - Unusual Occurrences in Facility X per 200,000 man-hours or Near Miss Occurrences (Group 9B) per 200,000 man-hours.

DOE EH-33 has provided the man-hour information in a downloadable spreadsheet format (Microsoft Excel) from the web at <http://tis.eh.doe.gov/web/oeaf/tools/download/manhours.html>.

The data covers the period from the first quarter of 1990 through the second quarter of 1997 (as of December 1997). CAIRS data is usually two quarters behind, but the spreadsheet contains an algorithm to calculate estimated man-hours on a monthly basis up



## The Critique Process

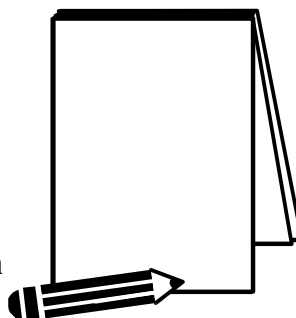
One important element of the critique process is obtaining personal statements from individuals directly involved or those who may have witnessed an abnormal event.

Ever wonder why many of the personal statements say exactly the same thing. If this has happened to you, it may be because the personnel writing the statements were all sitting together when they wrote them. They say if you put several people together who have their own idea of what happened, it won't be long before they reach a consensus and report the same facts. When this occurs you lose each individual's perception of what occurred. To prevent this from happening to you, consider the following:

- \* When asking for personal statements, make sure that you provide some guidance, don't just hand them a piece of paper or a form and say "fill this out" or "tell me what happened." Ask them to tell you a story about what they observed and what they were doing prior to the event, during the event, and following the event. Ask them to include approximate times when things occurred (this will help a lot in developing your timeline).
- \* Separate the individuals to discourage interaction during the completion of the personal statements. Personnel may object to this, or question whether you trust them. If this occurs, merely explain to them that you are "sincerely" interested in the independence of their statement. This will allow them to focus on what they believe occurred without asking questions, or answering questions, from others that may take away from what they believe actually occurred.
- \* Timing is essential. The longer you wait to get a personal statement the more likely it is that the individuals involved have talked at length and agreed on what occurred. Request personal statements immediately following the discovery of an abnormal event.



## OR SIG Trending and Analysis Primer Available on the Internet



The OR SIG Trending Task Team has developed an OR SIG Trending and Analysis Primer, a valuable collection of links to trending and analysis tools, techniques, and products. The Trending and Analysis Primer is now available within the Occurrence Reporting Program web pages at <http://tis.eh.doe.gov/web/ocaf/orps/primer.html>.

As noted in the primer, DOE M 232.1-1A, *Occurrence Reporting and Processing of Operations Information*, states that "Information gathered by the Occurrence Reporting and Processing System is used for analysis of the Department's performance in environmental protection, safeguards and security, and safety and health of its workers and the public." The tools, techniques, and products included in the Primer can help DOE and DOE contractor personnel analyze ORPS data more effectively to accomplish this objective.

The Primer includes the following links:

- **ANALYTICAL TOOLS FOR ORPS DATA** – links to the related ORPS GUI training workbook in PDF format
- **STATISTICAL PROCESS CONTROL** – links to the FluorDaniel Hanford paper on this subject
- **GLOSSARY OF KEYWORDS** –links to a glossary section in a DP document on analysis of ORPS data
- **TERMS AND DEFINITIONS** – links to a terms and definitions section of DP's document on ORPS analysis
- **BINNING TECHNIQUES** – links to information on the binning techniques used for DP-45's ORBITT data system and the bins used by EM-4 for a radiological study
- **DOE TREND AND ANALYSIS PRODUCTS** – a list of DOE HQ, Field Office, and contractor products that utilize ORPS data for trending and analysis



Whether you're looking for ways to improve your analysis of ORPS data or just getting started with ORPS data analysis, the Trending and Analysis Primer can help. Thanks to Jeff Long and the OR SIG Trending Task Team for their hard work in providing this valuable collection of trending and analysis tools.

### USERS' GROUP TASK TEAM

Kim Wilson, WVNS, replaces Bill Leonard, B&W Hanford, as the User's Group Task Team Lead.

The Pop-Up Subteam, led by Tom Rotella, DP-45, developed information fields that would "pop-up" for data entry when a certain Nature of Occurrence was selected. This information was sent out again in May for comment. After the team finishes defining the implementation requirements, the final document will be forwarded to Jeannie Boyle, EH-33, for incorporation into the data entry software and the Order.

Several members of the User's Group audited the GUI Data Entry Course at the Spring Meeting. Items identified as problems or possible enhancements to the system will be forwarded to EH-33 and SCI-ENTECH. After the new features of the ORPS system go on-line, the task team is looking for any ideas/suggestions for improvement or any problems identified so that they can be shared with other users. Forward any comments to Kim Wilson by sending e-mail to [wilsonk@wv.doe.gov](mailto:wilsonk@wv.doe.gov) or calling (716) 942-4771.

Other new activities the task team will begin working on include: the ability to deal with corrective actions on a timely basis; having the capability of revising the discovery date; determining a method for "unsubmitting" a pre-final occurrence report; and developing a revised list of enhancements and prioritizing the "top five." Kim Wilson will work with the former task team leads, Dennis Lowry



**ORPS User  
Registration  
Forms Now  
Available  
from the  
Occurrence Reporting  
Program HomePage**



The May 1998 ORPS Bulletin included an article describing the ORPS registration process. The article included links to electronic versions of the ORPS user registration forms in HTML and WordPerfect formats. However, these links were only available via the May Bulletin. In addition, not everyone uses WordPerfect, and the HTML version did not accurately replicate the actual forms.

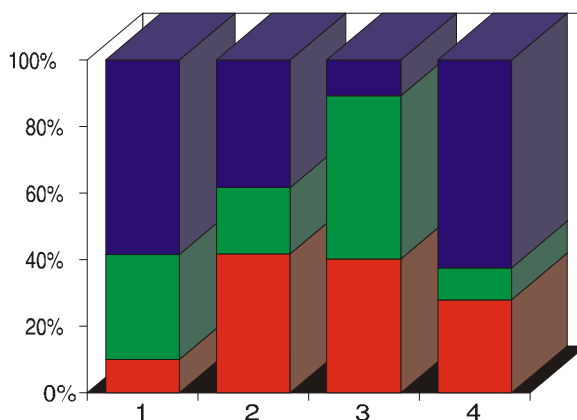
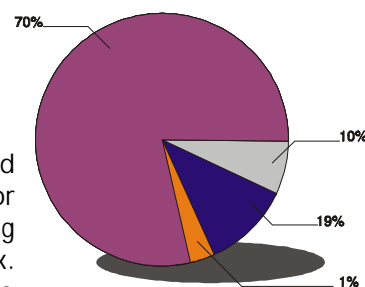
In order to make the electronic version of the ORPS registration forms more accessible and more universally readable, the forms are now available in PDF format on the Occurrence Reporting Program homepage (<http://tis.eh.doe.gov/web/oeaf/orps/orps.html>) under the ORPS Data Base Access bullet. Adobe Acrobat Reader is used to open, navigate, and print PDF files. In most web browsers, clicking on the link to the PDF file will launch Acrobat Reader and open the forms. The forms can then be printed, completed, approved (signatures), and faxed to the number provided on the form.

In case your site does not presently provide access to Adobe Acrobat Reader, it is available free of charge from Adobe at <http://www.adobe.com/prodindex/acrobat/readstep.html>. This web page includes complete instructions for downloading, installing, and using Acrobat

## ORPS Analysis Tools

The Office of Operating Experience Analysis and Feedback (OEAF) has developed a suite of tools for the analysis of ORPS data. These tools are being provided to analysts throughout the DOE complex. They provide methods for extracting numerical data from distribution reports, placing it on a spreadsheet, and analyzing that data to compare facilities, estimate trends, and determine the significance of results. A list of the tools included follows:

- ORPS GUI parser and related tools
- ORPS GUI report sampler
- Pie and bar chart uncertainty estimators
- Multi-variate analysis package
- Worksheet functions
- Chart formatter
- Text utilities
- Normalization data



The **ORPS GUI parser** allows the user to extract the numerical values from an ORPS distribution report and place them onto a preformatted Microsoft® Excel spreadsheet. The **related tools** allow the comparison of the distributions resulting from different searches using the Chi<sup>2</sup> test. The **ORPS GUI report sampler** allows the user to extract a random sample of any given size from a list of ORPS reports and place the list into a text file.

Reading these reports will give the user an estimate of how accurate the search was; in other words, how many of the reports are really applicable to the subject that the user is interested in. This data can be used quantitatively with the **pie and bar chart uncertainty estimators** to estimate the uncertainties in the search results displayed in pie and bar charts. The **multi-variate analysis package** includes several tools that allow fitting trends to normalized and un-normalized counts of reports or occurrences. The **worksheet functions** extend the range of built-in Excel functions and add some other capabilities. The **chart formatter** automatically formats charts to fit into reports in a uniform way. The **text utilities** allow the changing of the case of text in groups of spreadsheet cells. The **normalization data** provides the number of hours worked each quarter since 1990 at various DOE facilities.

These tools can be downloaded in the form of a self-extracting ZIP file (orpstools.exe) from the OEAF web site at <http://www.tis.eh.doe.gov/web/oeaf/tools/download/download.html>. A User's Manual for these tools is presently being developed. For help or more information on these tools, please contact Edward Fenstermacher at (301) 540-2396.



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Arowood with changes/  
additions :

☎ 423-576-0595

7 423-241-4380

✉ arowoodl@orau.gov

**URGENT!!!!**

Quality in Occurrence Reporting Award Nomination Form due October 2, 1998